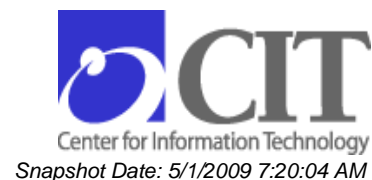


Customer Service Report for ASB

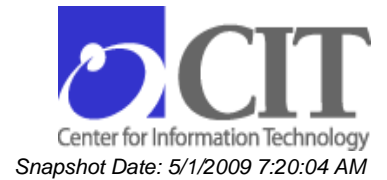
For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Application Support											
COTS-NTS-Install/Uninstall	0	0	0	1	0	1	0	0	0	0	0
General Info	1	0	0	0	0	0	0	0	1	0	28
Web Apps-Install	1	0	0	0	0	1	0	0	0	0	0
ASR											
CF	0	0	0	1	0	1	0	0	0	0	0
Colocation-OFF	0	1	0	0	0	0	1	0	0	0	0
Colocation-ON	0	3	0	11	0	3	2	0	8	1	0
Other	0	1	0	14	0	7	0	0	8	0	0
Unix	0	0	0	4	0	1	0	0	3	0	0
Windows	0	1	0	0	0	0	0	0	0	1	0
Back Office Support											
Web Hosting	1	0	0	0	0	1	0	0	0	0	0
Connectivity											
TCP/IP	1	0	0	0	0	1	0	0	0	0	0
VPN	0	1	0	0	0	0	0	0	0	1	0
Email											
Dir Suppt/Change Entry	0	1	0	0	0	0	0	0	0	1	0
MS Outlook	0	1	0	0	0	0	0	0	0	1	0
PKI-Secure Email	0	1	0	0	0	0	0	0	0	1	0
EOS											
User Applications	0	1	0	0	0	1	0	0	0	0	0
Hardware											
Desktop/Request	0	1	0	0	0	0	0	1	0	0	16
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	2

Customer Service Report for ASB

For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
OS/390											
Printer/Other	1	0	0	0	0	0	0	0	1	0	23
Printer/VPS	0	0	0	16	0	4	0	0	12	0	0
Wylbur	3	2	0	0	0	3	0	0	2	0	9
Video											
Web Collaboration/Connect	0	1	0	0	0	0	0	0	0	1	2
Grand Total:	9	15	0	47	0	24	3	1	36	7	2

Total Tickets Closed:	44
Total Tickets Assigned/Pending/Checked Out:	27
Total Tickets Created:	71